

SA Post Office is one of the leading postal businesses in the world. Post Office is looking for talented, energetic and dedicated people. We live our vision, mission and values and we believe in an environment that embraces transformation and diversity.

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CAREER OPPORTUNITIES

A. RETAIL:

1. **Store/ Branch Management**

The store/branch manager is responsible for the effective management of a Post Office store according to the company's strategic objectives. This includes increasing revenue and enhancing of profitability, delivering high quality customer services, effective stock and financial management as well as staff management.

The minimum requirements for the position is a B degree/ diploma with Financial/ Retail Management and marketing focus and at list 5 years experience in a retail environment as well as driver's licence.

2. **Counter Services**

The customer services agent/ teller spends his/ her day processing customer transactions accurately within company guidelines. These transactions involve computer and transaction information, receiving money, selling and the delivery of products and services.

The minimum requirements for the positions are Grade 12 as well as experience in a customer/ financial and courier environment.

3. **Merchandising**

The merchandising officer assists with the implementation and marketing of a range of Post Office products and services. They are responsible to ensure that the products appear in the right stores at the right time and in the right quantities.

The minimum requirements for the position are Grade 12, an appropriate degree/ diploma with Retail Management and Marketing focus would be advantageous, experience in the retail industry as well as driver's licence.

4. **Business Analysis**

The business analyst assists with the determination of standardized Retail policies and a procedure, assists with the determination of national operational benchmarks and a target, analyses, assess and improves retail operational performance processes and results. Gives Strategic input and finds innovative ways to improves business development.

The minimum requirement for the position is an appropriate degree/ diploma in Business Management.

5. **Infrastructure Design and Implementation**

The infrastructure officer assists with the implementation and maintenance of all store equipment as well as the implementation and maintenance of the retail network by conducting proper market location analyses.

The minimum requirements are Grade 12, experience in a retails operational environment as well as driver's licence.

6. **Product Data Administration**

The Product Database Administrator is responsible for the definition and the record-keeping of all Post Office products and services as well as to interpret product and services requirements and to provide to business regarding products definitions.

The minimum requirements for the position are grade 12 and experience in a retail environment as well as a driver's licence

7. **Public Partnership Contracts**

The Public Partnership Contracts Manager is responsible to position the Post Officer as paymaster of preference for the private sector through the tendering and positioning and position process to increase sales.

The minimum requirements for the position are a degree or diploma in Retail Management and experience in a retail environment as well as driver's license.

8. **Government Contracts**

The Government Contracts Manager is responsible to implement a strategy to position the Post Office as Paymaster of preference within the government by responding to government tenders and ensuring a tender compliancy in a cost effective and viable form.

The minimum requirements for the position are degree or diploma in Retail Management and experience in a retails environment as well as a driver's licence.

9. Retail Operations Management

The Operations Manager is responsible to provide management information to retail, measure and report Retail operational performance, ensure that the Retail POS system is effective, analyse Retail business performance, do performance planning and enhance retail performance. He/She has to maintain all retail operational processes and procedures, operational policies, manual, and instructions as well as enhancing Retail Operational performance and customer service.

The minimum requirements will be an appropriate qualification in Business Management or a Retail related field. MBA/MBL qualification will be an added advantage. At least 5-7 years experience in a retail operations environment.

10. Philatelic Services

Philatelic Services is responsible for the design, print and distribution of South Africa's commemorative stamps and other philatelic products.

10.1 Philatelic Services Operations Management

The Philatelic Services Operations Manager is responsible for the total warehouse and production environment at Philatelic Services. He/She is also responsible to ensure that information regarding new products is available to internal and external customers.

The minimum requirements for the position are National diploma in warehousing (Inventory and Stores Management) or Production Management as well as five years background in warehouse and production supervision. Knowledge of philatelic products will be to your advantage.

10.2 Museum Management

The Curator is responsible for the appropriate and effective acquisition, documenting, conservation, maintenance, analysis, communication, exhibition and research of Post Office related articles/items in the South African Post Office museum for the purpose of study, education and enjoyment of visitors.

The minimum requirements will be a degree/diploma in museum studies, history, archaeology or library studies.

11. Products Development

The Manager: Product Development is responsible to identify customer needs and identify business opportunities and threats, this will include business assessment, market analysis, competitive analysis, performance history, trend dynamics, positioning statement as well as product and pricing strategy.

The minimum requirements are a degree/diploma in marketing management as well as five years experience in marketing and product development

12. Project Management

The project Manager is responsible for the day to day management of different projects within the retail environment and has to ensure that he projects are delivered in time, within budget and according to set standards.

The minimum requirements are project management qualification as well as 5-7 years experience in managing projects.

13. Project Administration

The role of the Project administrator is to provide administrative support to the relevant project managers to ensure successful projects delivery within the Retail environment.

The minimum requirement will be a grade 12 certificate, a good understanding of project management principles as well as knowledge of software packages such as MS Office, MD Project and Internet search engines. Good working skill in scheduling software tool (e.g. Projects) will be an advantage.

14. Stock Management

The manager is responsible for national stock control and supply forecasting for the retail business, formulation of a corporate stock and procurement strategy as well as ensuring the availability of stock at the right place and at the right time

The minimum requirements are an appropriate degree/diploma in logistics or supply chain management and experience in the retail or supply chain industry as well a driver's licence.

15. Product Selection

The product selector is responsible to identify new business opportunities, manage the external service level agreements with suppliers, identify new developments that could impact on the

service and recommend adjustments, search for quality products as well as negotiation of best prices.

The minimum requirements for the position are grade 12, an appropriate degree/ diploma with Retail Management and Marketing focus would be advantageous, experience in the retail industry as well as a driver's licence.

16. Franchising/Authorised Agents

The Manager: Authorised Agents is responsible to manage the authorized agent operations and controls the roll out of new operations as well as existing authorized agents utilizing a team of well trained Area managers. He/she will liaise with all departments at Head office regarding the effective and consistent operation of the authorized agents, Monitors the financial performance of the authorized agents to ensure targets are met.

B. HUMAN RESOURCES

1. Human Resources Practitioner: Recruitment and Selection

Provide HR service in terms of Recruitment and selection, Performance Management, HR consulting, dealing with the management of employee morale and well being as well as staff development.

Minimum requirements:

Bachelor's degree with a Post-graduate HR qualification or Honours degree in Industrial Psychology or Psychology
Three years HR experience
Computer Literate (Ms Word, PowerPoint, Outlook)
Code B Driver's license

2. Organisation and Work Study Officer:

The job entails the analysis of business or operation processes in order to devise the most efficient methods of accomplishing work. Render advisory service throughout the company in respect of systems, structures, processes and grading of jobs.

Minimum Requirements:

A minimum qualification equal to NQF LEVEL 5 (Certificate in either Management) Services or Organisation and Work-study-external)
Applicable Diploma or degree will be an advantage
Minimum of four years applicable experience
Valid Code 08 Driver's licence

3. Education, Training and Development Practitioner:

To ensure that training is occurring in line with objectives of the business, ensuring that the training programmes are not only suitable for the business requirements, but also comply with the various Education, Training and Development legislation.

Minimum Requirements:

ETD NQF level 5 qualification (either through recognition of prior learning or format training)
Or Course in Facilitation, presentation, Assessment, design and development of training material
Knowledge in line with ETD unit standards
Training cycle, methodologies, aids and principles
HR practices and procedures
Acts impacting on the training and development fields
Management training and events module
Operational knowledge in line with course to be presented
High level of computer literacy: Ms Word, Ms PowerPoint, Internet browsing, E-communication.

4. Benefit Practitioner:

To provide a comprehensive support function with regards to all remuneration, terms and conditions and performance matters as well as ensuring that internal policies and practice align in line with current legislation to enable equity and fairness at all times.

Minimum Requirements:

Grade 12
HR related qualification / Relevant HR experience
Computer literacy: Excel, Word, PowerPoint
Valid code 08 drivers licence
Sound knowledge of internal SAPO policies
Sound knowledge of employment legislation

5. Employee relations Practitioner:

Responsible for the implementation and maintenance of industrial peace and internal dispute resolution measures at regional level.

Minimum Requirements:

3 years diploma or Certificate in Labour Relations
2 years experience in Labour relations field either theoretical or practical
Recognition of Prior Learning (RPL) with thorough motivation will be considered
Code B driver's licence
Prepared to travel extensively within the region

6. Payroll Officer:

Ensure that employees' pay is accurate and paid in at time. Ensure the accurate recording salaries paid and are accounted for at the correct period.

Minimum Requirements:

Grade 12 and/or recognition of prior learning, relevant experience

Capacity to acquire with reasonable time the ability to do the job

Minimum of three years on Man sap

Computer Literate, Accounting skills

Bookkeeping skills (Finance related)

C. INTERNAL AUDIT

1. Internal Audit

Performance Auditor

A performance Auditor's main task is to concentrate on the 3 E's (economy, efficiency & effectiveness).

This incumbent audits the performance of a specific Business Unit against the abovementioned criteria

2. Compliance Auditor

Concentrates more on the adherence to the policies, procedures, regulations etc. This incumbent must have strong legal background.

3. Risk Management Auditor

The audit focuses on identifying, analyzing, asses, controlling and evaluating risks which a specific business entity might be facing.

4. Information Technology Auditor

This Auditor focuses on the Information System issues, IT related audits. The incumbent must have strong IT background from an Auditing perspective.

5. Forensic Audit

Specializes with through investigations

NB: Take note of the fact that for one to operate effectively in the above careers, he or she needs to possess a relevant Internal Audit Qualification; majored with courses of the area of his/her specialization' and also having acquired the sufficient period of experience within his field of specialization.

D. FINANCE

1. Cost & Management Accountant

The incumbent must possess a relevant qualification in cost & Management Accounting and have the required experience (2-3 years). One of the main tasks is to control the budgets, supply financial reports and interpret the Financial Statements of the Company.

2. Credit Controller:

The incumbent can specialize with Accounts payable whereby he or she will supervise the Creditors Section and ensure that invoices are processed on time and accurately so that the suppliers can be paid timeously and accurately; or he/she can specialize with Accounts Receivable to oversee the Debtors Section. To ensure that our Creditors pay us and to also recover money owed to us.

Minimum Requirements:

Must possess the relevant qualification in Finance with Financial Accounting/ Accounting and or Management Accounting as majors.

Relevant experience in the area of specialization is also important.

3. Fixed Asset Controller & Fixed Asset Supervisor

A relevant experience and studying towards that qualification is vital. The Section is also responsible for Tax purposes, so as a result the incumbent must be a Tax expert (especially for managerial or higher posts)

4. SAP Interface Controller & Point of Sale Integrator

The above two incumbents must have a strong Retail and IT background. Must also be SAP expert. Fort officer's positions training in SAP is offered.

E. TREASURY

1. Treasury Officer, Banking Officer & Bank Reconciliation Officer

Incumbents must have done a qualification in Economic Management Analysis with Economics, Financial Accounting & banking as majors.

Have knowledge of the operations at JSE, Banks, Financial Markets, and extensive experience in those fields.

2. Dealer

Extensive experience in dealing and all other aspects as indicated above.

F. RISK MANAGEMENT

Claims Handler, Claims Supervisor, Claims Negotiator & Supervisor, Risk Management Officer & Risk Management Supervisor.

The above positions depending on the level, needs a Grade 12 and or relevant qualification or studying towards on with Law, Financial Accounting, Insurance, Auditing ad or Risk Management as majors. A relevant work related experience is also acquired. The process of identifying; analyzing; assessing; evaluating and controlling risk is vital in this Business Unit.

At higher level we have Manager Alco; Manager Risk Management; Senior Managers Corporate Risk; Operational and Compliance Risk respectively. The overall report to the Chief Risk Officer.

G. SPEED SERVICES COURIERS

1. Quality Officer

Responsibility:

Is responsible and authorized to establish, implement and maintain a quality system in accordance with the current ISO standard as distributed by the SABS and to report on the performance of the system to management, as a basis for continuous improvement of the quality system.

Minimum Requirements:

Knowledge of ISO 9000 requirements

Std 10

Qualification in Quality Management

Code 08 driver's licence

2. Customer service consultant

Responsibility:

To set out the actions necessary to assist and resolve customer queries relating to courier services offered by Speed Service Couriers.

Minimum Requirements:

Std 10

Basic telephone and customer care skills

3. Account Manager

Responsibility:

To promote SSC services and ensure continuous satisfaction of customers and retail outlet.

Minimum Requirements:

Std 10

Qualification in sales and marketing

Code 08 driver's licence

4. Sales Representative

To acquire and maintain business from corporate customers by promoting Speed Service Couriers products and services.

Minimum Requirements:

Std 10

Qualification in sales and marketing

Code 08 driver's licence

MAIL OPERATIONS

MAIL DELIVERY

1. DELIVERY OPERATIONS

a) Postman

Responsible for the sorting and street delivery of mail within a dedicated area.

Minimum Requirements:

Grade 12

Ability to ride a bicycle

b) Mail Supervisor

Manage and control the mail delivery activities within a specific depot.

Minimum Requirements:

Grade 12

Valid Code 08 driver's licence

At least 3 years experience in mail operations

c) Area Controller

Responsible for the effective and efficient management of all depot / lobby boxes within a specific demarcated area.

Minimum Requirements:

Grade 12

Valid Code 08 driver's licence

A relevant degree/ diploma in Management/ or a management development programme

Project management experience / qualification

At least 2 years experience in delivery management as a Mail Supervisor/ Controller or 2 years experience in performance/ systems section.

2. Performance System

a) Data Controller

Maintain and update different management information systems through the timely gathering and entering of data, the verification thereof for correctness and the generation of relevant reports.

Minimum Requirements:

Grade 12

Valid code 08 driver's licence

Computer literacy in MS Office and Access

At least 3-5 years experience in operations/ planning environment, including years experience doing administrative work

Excellent knowledge/ understanding of the following systems

(DMS, BMS, DSS, NOC, MCMIS, NAMS Browser and Stripmaker)

b) Performance Controller

Responsible for the planning and organizing of the walk/ route delivery audits at all Delivery Offices.

Minimum Requirements:

Grade 12

At least 5 years experience in mail operations/ address management/ box section

Valid code 08 driver's licence

Computer literacy in MS Office and Mail Delivery Database Systems.

3. Address Management

a) Service Provision Officer

Responsible for the effective and efficient co-ordination of activities to introduce mail delivery and/ or box delivery to established and/ or new areas.

Minimum Requirements:

Grade 12

Relevant post Matric qualification/ development will be to your advantage

At least 2 years experience in mail operations

Valid code 08 driver's licence

Project management experience/ qualification

I.PROCESS PLANNING AND DEVELOPMENT

1. Industrial Engineer

Co-ordinate and plan work flow and activities between sections, ensure optimum utilization of mechanical aids and manage and implement measurements and control systems.

Minimum Requirements:

Bachelor degree/B Tech in Industrial Engineering

At least 5 years experience in a production environment

Two Years experience in a planning department

Valid code 08 driver's licence

J. MAIL PROCESSING

1. PRODUCTION ENGINEERING

a) Assistant Industrial Engineer

Responsible for the development, evaluation, testing and implementation of operational processes and procedures within the mail centre.

Minimum Requirement:

B Eng/ B Tech (Industrial).degree of National Diploma: Production Management

At least 1 year work experience as Industrial Engineer

Work experience in Logistics/ manufacturing is essential

b) System Co-Ordinator

Responsible for the maintenance and updating of the management information systems of the mail centers through the gathering and entering of data and the compiling of reports

Minimum Requirement:

Grade 12

At least 4 years experience in mail operations

Valid code 08 driver's licence

Computer literacy in MS Office

c) Quality Officer

Responsible for performing quality audits and projects to recommend and implement actions to result in maintaining and improving performance indicators.

Minimum Requirement:

Grade 12

A quality of work study qualification

At least 3-5 years experience in mail operations

Valid code 08 driver's licence

Computer literacy in MS Office

d) Data Controller

Maintain and update different management information systems through the timely gathering and entering of data, the verification thereof for correctness and the generation of the relevant reports

Minimum Requirement:

Grade 12 with Mathematics / Accountancy

Valid code 08 driver's licence

Computer literacy in MS Office and Access

At least 3-5 years experience in operations/ planning environment, including years experience doing administrative work

Excellent knowledge/ understanding of the following systems (MSMIS, Word, Excel, PowerPoint and Access)

e) Production Engineer

Co-ordinate and plan the work flow, analyse current systems and procedures and find solutions for constraints through the optimum utilization of schedule controls, forecasts and duty roster.

Minimum Requirements:

Bachelors degree/ higher diploma / B Tech in industrial Engineering

At least 5 years experience in a production environment of which 2 years should have been in the production department.

K.MAIL PROCESSING OPERATIONS

1. Mail Centre Controller

Responsible for the effective management of mail processing operations within a specific mail centre.

Minimum Requirement:

Grade 12

At least 5 years relevant experience in a mail centre

Tertiary qualification in production, engineering or management will be to your advantage.

2. Process Supervisor

Responsible for the effective management of mail processing operations within a specific work centre within the mail centre

Minimum Requirement:

Grade 19 but Grade 12 will be to your advantage

At least 4 years experience in a mail operations environment

L. TRANSPORT AND LOGISTISC

1. Driver level 1, 2 and 3

The effective collection and delivery of post and also general driving duties within a specific region

Minimum requirements

At least grade 10 but grade 12 will be to your advantage

A valid code 08, 10 or 14 driver's license

Public driver permit

Three years relevant driving experience

2. Transport supervisor

Responsible for the efficient and effective management of transport operations specific area

Minimum requirement

Grade 12

Tertiary qualification will be to your advantage

At least 3-4 years experience in a transport and logistics environment

Valid code 08 driver's license

3. Container co-coordinator

Responsible for the co- ordination of all container related activities and functions within a specific region

Minimum requirements

Grade 12

An applicable degree/diploma with statistic, cost accountancy and work-study as subjects will be to your advantage

Valid code 08 driver's license

At least 3 years administrative/financial experience on a corporate/regional level of which 2 years should have been in a mail operations environment

Exposure/experience in a containerization environment will be to your advantage

Computer literacy in ms word, access, window 95, sap r3 ABC flow

4. Fuel controller

Responsible to plan, direct and control the fuel usage of the company's transport system on regional level, consistent with the safe and efficient utilization of vehicle

Minimum requirements

Grade 12

A 3year diploma or degree with statistics, Accounting and public administration as subjects

At least 3 years experience in a fuel industry or environment

Valid code 08 driver's license

Computer literacy in ms office

Statistic compilation experience in fuel

5. Controller: fleet control centre

Responsible to plan, direct and control the operations of the company's transport system on regional level consistent with the safe and efficient utilization of staff and vehicle and convenience of customers

Minimum requirement

Grade 12

A tertiary qualification in transport and logistics will be to your advantage

At least 4 years experience in a transport and logistics environment

Valid code 08 driver's license

Computer literacy in ms office

M. INFORMATION TECHNOLOGY

1. Regional support officer

Responsible for providing telephonic and second level support to computer users in the company at regional level in terms of logistical, software, network, hardware and procedural problem

Minimum requirement

Grade 12

At least 3 years experience in the IT field

Relevant IT degree/diploma will be to your advantage

Knowledge of systems being used in SAPO eg. Olipos II, FINSAP, MANSAP, track and trace and window 95.

2. Support desk officer

Responsible for providing frontline telephonic support to all point of sale system users and assist technology second line support staff with daily operations.

Minimum requirement

Grade 12

An applicable qualification will be to your advantage

At least 2 years experience in a call centre will be to your advantage

Computer literacy (ms office, windows95/98)

At least 3 years post office counter system experience including 2 years post link system experience

3. Database administrator

Responsible

For creating, maintaining and supporting a multitude of database related products and support tolls

Minimum requirements

Grade 12

At least 5-7 years experience in IT of which at least 4 years should have been in a database environment

Background knowledge of various operating systems like HP, AIX, sun Solaris and windows must be a certified database administrator

4. Application Programmer

Responsible for the development and implementation of technology solutions.

Minimum Requirements:

Grade 12 and at least 3 years experience in a IT environment or

IT degree/diploma and 1 year relevant experience

Knowledge of the following languages/systems

*C++ programming language

* Visual Basic programming language

* HP Unix operating system

* Sybase Database Management system

5. System Programmer

Responsible for the deployment, support and maintenance of any systems management servers and windows client solutions (both hardware and software)

Minimum Requirements:

Grade 12

At least 4-5 years specialized experience in systems administration and networking using

Microsoft Windows NT server

Thorough understanding of Windows operating systems.

6. Systems Analyst

Responsible for the development, implementation and maintenance of the systems being used in SAPO.

Minimum Requirements:

Grade 12 and 5 years relevant experience in IT

IT Qualification with 3 years systems development experience

Knowledge of systems configuration.

N. SECURITY AND INVESTIGATIONS

1. Chief Investigation Officer

Responsibilities:

To ensure that the work of the investigation officer is conducted and looked into who is to be approved at higher level (Acting as Supervisor) giving guidance and advice to the Investigating Officer

Minimum Requirements:

Grade 12

Relevant qualification for the investigation

Have experience in investigation field

2. Investigation Officer (C3)

Responsibilities:

To Investigate all mal-administration fraud, irregularities within the company policies etc. To safeguard the assets of the company e.g. building, employees etc.

Minimum Requirements:

Same as Chief Investigation Officer

3. Crime Information Analyst (C)

Responsibilities:

This incumbent will be responsible for effective Crime info gathering. To be able to analyse the trend and advice management accordingly.

Minimum Requirements:

One must have It qualifications background and relevant tertiary education.

Co-ordinate all disciplinary hearings.

O. SUPPLY CHAIN MANAGEMENT

1. Purchasing Specialist

Responsibilities:

Prepare order documents for registered suppliers/service provider based on lead time, price, quality, historical performance and terms and conditions or bid evaluation outcome, if applicable.

Apply strategic sourcing principles, based on commodities, price trends etc.

Ensure distribution of purchase orders

Support business units with uninterrupted flow of products and services.

Ensure compliance to statutory controls and mechanisms as prescribed by PFMA, Preferential Policy on procurement and the Post Office supply chain policies and procedures.

Minimum Requirements:

National Diploma in purchasing management or equivalent commercial diploma or NQF equivalent qualification

SAP R/S Module knowledge required

Certification in a purchasing related field

Experience in International purchasing

Knowledge of tools and systems used in SCM environments, e-Procurement etc.

2. Analyst (BEE)

Responsibilities:

Monitor suppliers performance

Identify and implement head office and regional set-asides

Recruitment of appropriate black suppliers

Tender evaluation and report writing

Monitor and report on the percentage spend on SSME/BEE in line with targets that are set.

Minimum Requirements:

Post Matric qualifications or equivalent experience in purchasing or development management.

A commercial degree will be an advantage

1-5 Years experience in Supply Chain Management

Project Management

Evaluation and monitoring

Effective negotiations skills

Marketing and development

3. Sourcing Specialist

Responsibilities:

Retrieve and review historical supplier performance data against contract / SLA's periodically, sending reports and analysis to various product owners.

Compliance/ non – compliance reports are sent to relevant suppliers/ service providers as well as product owners periodically.

Obtain approval for limited tender or one on one negotiation (that is, for sole supply items).

Assess if there are opportunities for consolidation / SAPO leverage.

Minimum Requirements:

Legal, Commercial, Technical Financial or NQF equivalent qualifications.

1-5 years experience in Supply Chain management.

Project Management.

Good long-term business insight.

P. POST BANK

1. Customer Service Consultant

Responsibilities:

Must be able to handle all calls through the E.S.O system (Electronic Service operations) and must be able to communicate on all levels with clients.

Minimum Requirements:

Std 10 with Accountancy or Mathematics.

Relevant financial or banking degree or diploma.

Operational knowledge of financial administration.

Computer literacy – knowledge of MS Office/flextube.

2. Senior banking Officer

Responsibilities:

Checking all work done by subordinates for correctness and accuracy.

Scheduling and allocating work to subordinates and ensuring adherence to the Postbank.

Operations manuals, procedures and standards.

Minimum Requirements:

Std 10 with Accountancy or Mathematics.

Relevant financial or banking degree or diploma.

Operational knowledge of financial administration.

Computer literacy – knowledge of flextube.

CAREER OPPORTUNITIES IN CORPORATE SERVICES

Manager: Communications

The manager will be responsible to provide communication advice and support to all internal clients as well as to compile and manage the publication policy of the Post Office. The incumbent will also be responsible for all publications and management of all radio and TV programmes.

The minimum requirements of the position are a B degree/ post graduate diploma in Journalism as well as 5 years journalism experience.

Communication Specialist

The Communication Specialist will be responsible for performing certain internal and external communication functions to create a positive organization climate.

He/she will also be responsible to co-ordinate and plan the total implementation program of the new corporate identity of the post Office in co-operation of co-workers.

The minimum requirements for the position are an applicable B degree/ post graduate diploma in Journalism as well as 3-4 years journalism experience.